Public Utility Commission of Texas

CYBERSECURITY: Smart Meter Texas

The transmission and distribution utilities that serve customers in the ERCOT region jointly own and operate the web portal and data repository known as Smart Meter Texas, (smartmetertexas.com) pursuant to the requirement in 16 Tex. Admin. Code (TAC) § 25.130. The platform was created to let customers access their data as a component of better managing their energy consumption and lowering their monthly electric bills.

The site stores electric usage data recorded by digital electric meters then securely provides it to the customer and authorized market participants. Texas statute states that all data generated by smart meters belongs to the customer.

Smart Meter Texas does not store any customer financial or billing information. Instead, it maintains the following customer information:

- customer name,
- email address,
- the customer's Retail Electric Provider of Record,
- meter number,
- Electric Service Identifier (ESI ID), and
- customer's electric usage data.

To-date, no cyber security breaches have occurred with Smart Meter Texas. In the course of 24/7 monitoring, the Smart Meter Texas security team detects approximately 700 million events per year, including normal and abnormal activities. Of the total number of events, approximately 0.14% are further evaluated as potential malicious threats.

Smart Meter Texas leverages several protections including, but not limited to, the following:

- security event logging / blocking through intrusion protection devices,
- contemporary firewall rules and policies,
- multi-factor credentials including certificates, usernames, and passwords,
- patch management processes and procedures,
- automated security policy enforcement, and
- network segmentation